



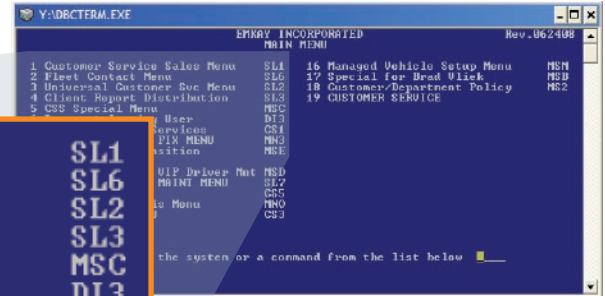
HOW TO LOOKUP CUSTOMER CONTACT INFORMATION

HOW TO LOOKUP CUSTOMER CONTACT INFORMATION

- 1** From the main menu, **SELECT** option for “**CLIENT SUPPORT SERVICES CS1**”.

```

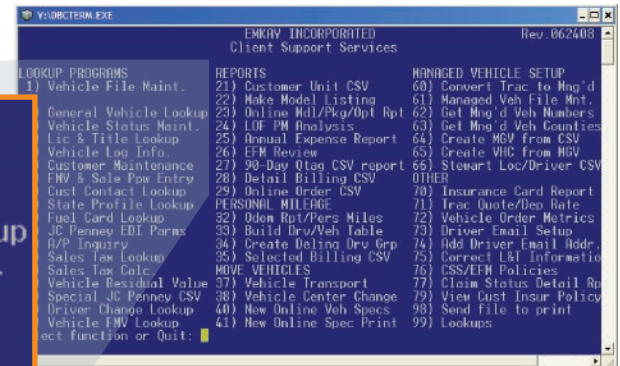
1 Customer Service Sales Menu      SL1
2 Fleet Contact Menu              SL6
3 Universal Customer Svc Menu      SL2
4 Client Report Distribution       SL3
5 CSS Special Menu                MSC
6 Document Imaging User           DI3
7 Client Support Services          CS1
8 SPECIAL EXPENSE FIX MENU        MN3
9 Special AMI Transition          MSE
0 SUBSYSTEM
    
```



- 2** Then, **SELECT** option 9 “**CUSTOMER CONTACT LOOKUP**”.

```

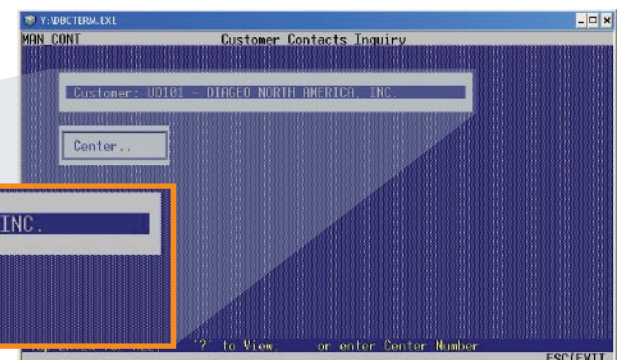
LOOKUP PROGRAMS
1) Vehicle File Maint.
   General Vehicle Lookup
   Vehicle Status Maint.
   Lic & Title Lookup
   Vehicle Log Info.
   Customer Maintenance
   FMV & Sale Ppw Entry
   Cust Contact Lookup
3) General Vehicle Lookup
4) Vehicle Status Maint.
5) Lic & Title Lookup
6) Vehicle Log Info.
7) Customer Maintenance
8) FMV & Sale Ppw Entry
9) Cust Contact Lookup
    
```



- 3** If the **CUSTOMER NUMBER** is known it can be **ENTERED** on this screen.

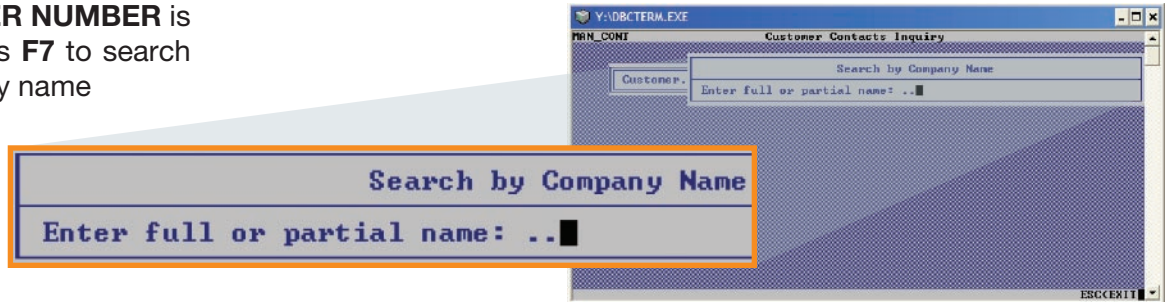
```

Customer: UD101 - DIAGEO NORTH AMERICA, INC.
Center..
    
```

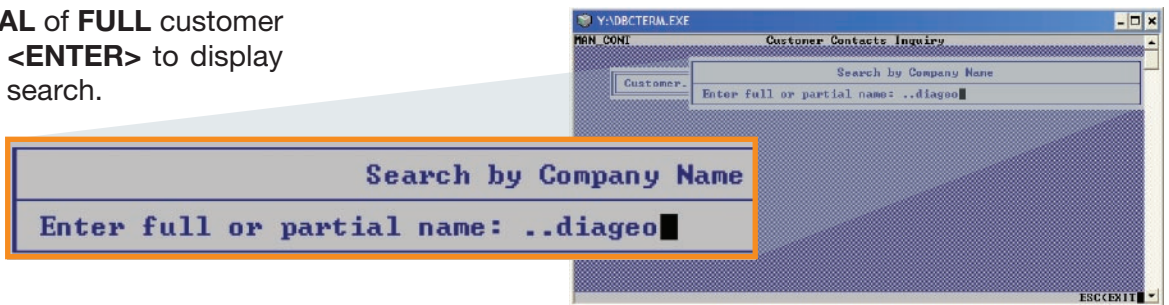


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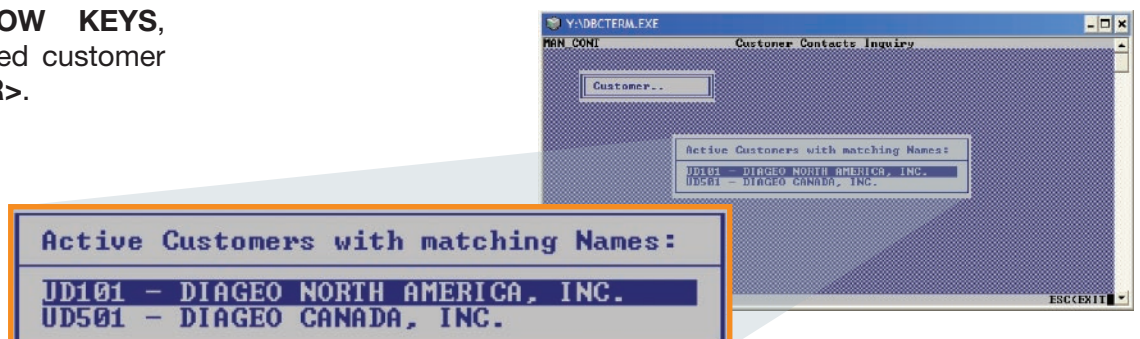
- 4** If the **CUSTOMER NUMBER** is not known, press **F7** to search for a customer by name



- 5** **ENTER** a **PARTIAL** of **FULL** customer name and press **<ENTER>** to display the results of the search.



- 6** Using the **ARROW KEYS**, **SELECT** the desired customer and press **<ENTER>**.

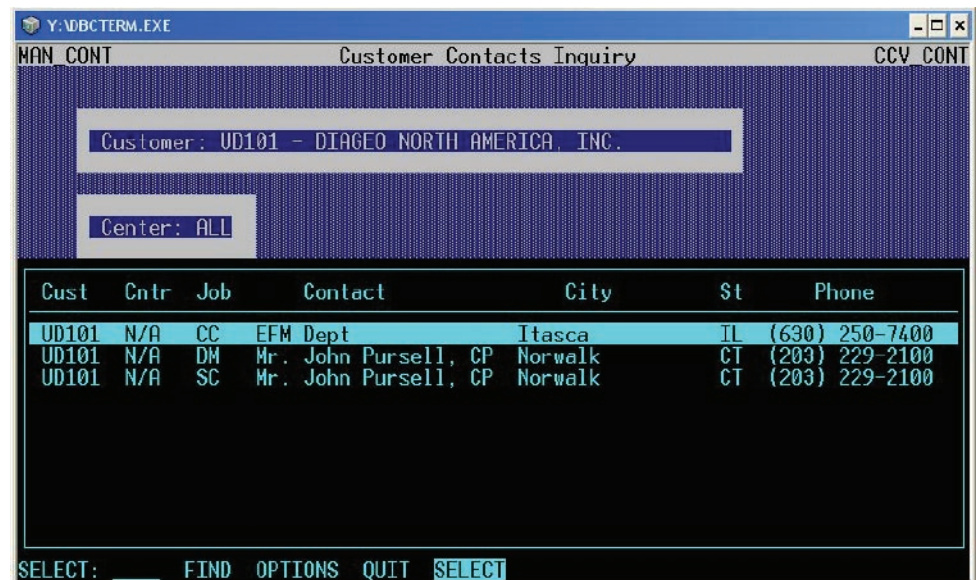


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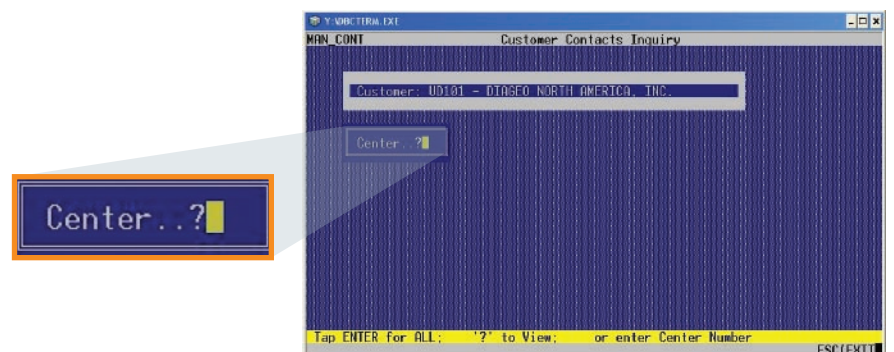
- 7** Press <ENTER> again to view All contacts.



- 8** SELECT the desired contact and press <ENTER> to view their information.

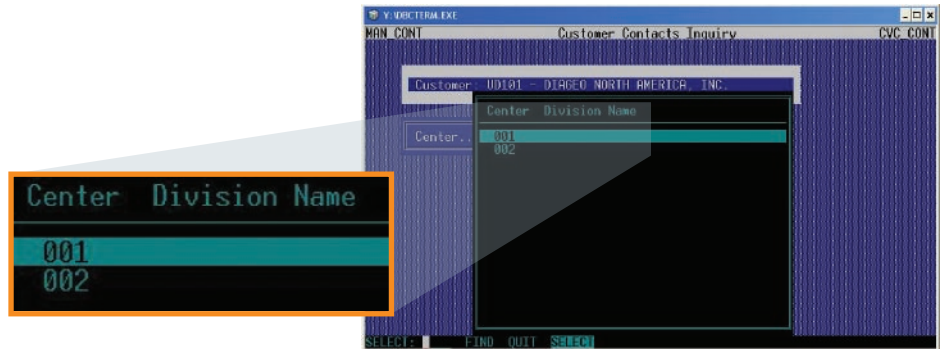


- 9** To find specific **CENTER LOCATION** contacts input a "?" after center

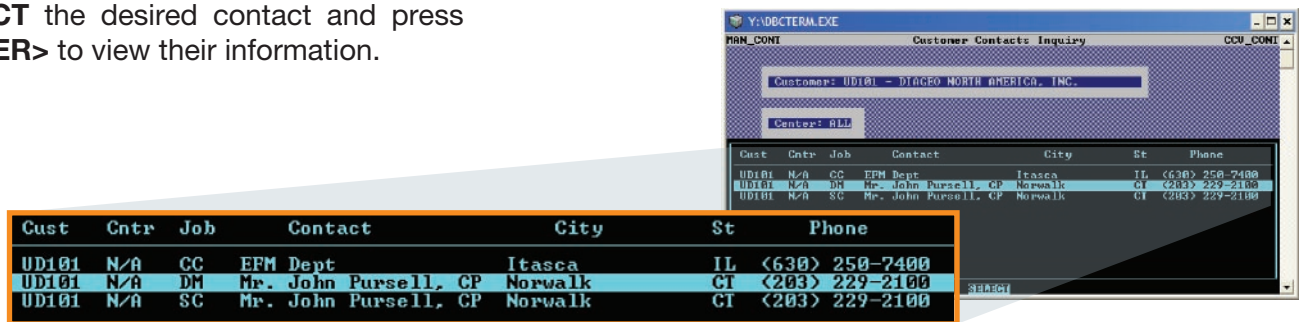


HOW TO LOOKUP CUSTOMER CONTACT INFORMATION

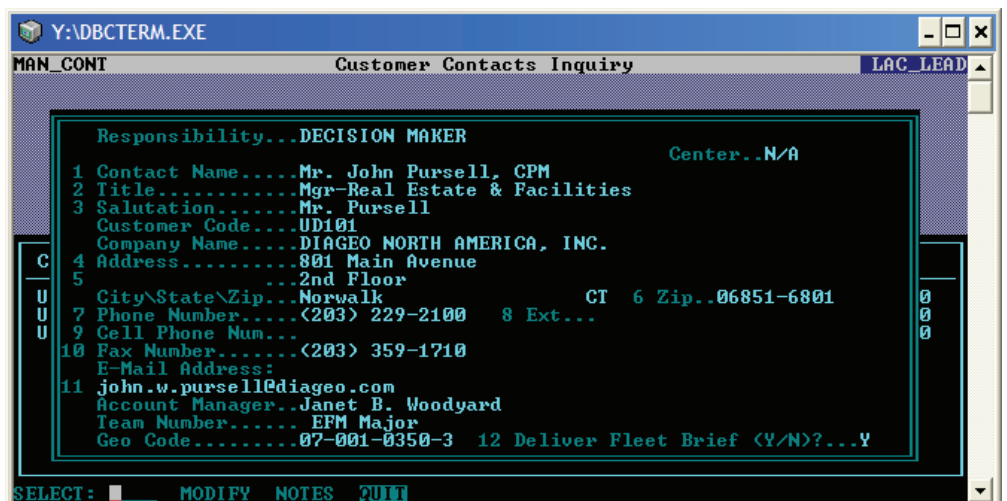
10 This will display each available center. Using the **ARROW KEYS**, **SELECT** the desired center and press **<ENTER>**.



11 **SELECT** the desired contact and press **<ENTER>** to view their information.



12 The screen will display their information.



NOTES